



April 10, 2019  
 Account Number: **202-516524014-001**  
 Security Code: **6686**  
 Service At: 8340 RUNAWAY BAY DR  
 APT B  
 CHARLOTTE, NC 28212-7551

**Have questions about your bill?**  
 Visit us at [twc.com/billing](http://twc.com/billing)  
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

## Summary Services from 04/19/19 through 05/18/19 details on following pages

Previous Balance	484.56
Payment Received - Thank You	-245.44
Adjustments	19.91
<b>Past Due Balance - Due Now</b>	<b>\$259.03</b>
Bundled Services	179.99
TV Services	11.75
Internet Services	10.00
Other Charges	14.69
Taxes, Fees and Charges	14.89
Current Charges Due by 05/01/19	\$231.32
<b>Total Due</b>	<b>\$490.35</b>

### Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



4145 S. Falkenburg Rd Riverview, FL 33578-8652  
 6810 0106 NO RP 10 04102019 NNYNNNNY 01 021486 0079

SUE STARNES  
 8340 RUNAWAY BAY DR APT B  
 CHARLOTTE NC 28212-7551



## SPECTRUM NEWS

**Enroll in Auto Pay today!** Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [spectrum.net/autopay](http://spectrum.net/autopay).

### IMPORTANT BILLING NOTICE:

Effective with your May billing statement, changes will be made to the following:

- Your new Bill Statement Date will be on or after the 20th of each month.
- Your new Due Date will be on or after the 5th of each month.

If you use the AutoPay feature, your payment date will be the same as your Due Date.

- If you pay by credit card, the date your credit card is charged may change in accordance with your new Due Date.
- Please note you may need to make adjustments with your financial institution to account for these date changes.

Be sure to review your next statement for these updates.



**Save money and stay connected to what you love most with Spectrum.** Add Spectrum Mobile, our new wireless service with data plans of \$14 per gig a month, and start enjoying **FREE** unlimited talk and text on the nation's largest, most reliable LTE network. With Spectrum Mobile, you won't have to worry about overages, hidden fees or a contract. And you'll get the same low price for each and every line—plus, you can share your data. Now is the best time to call to get the best value. **Call 1-855-239-0795 today to claim your exclusive offer.**

April 10, 2019

### SUE STARNES

Account Number: 202-516524014-001  
 Service At: 8340 RUNAWAY BAY DR  
 APT B  
 CHARLOTTE, NC 28212-7551

<b>Total Due</b>	<b>\$490.35</b>
<b>Amount you are enclosing</b>	<b>\$</b>

### Please Remit Payment To:

TIME WARNER CABLE  
 PO BOX 70872  
 CHARLOTTE, NC 28272-0872



01653001202516524014590049035

Account Number: **SUE STARNES**  
 202-516524014-001  
 Security Code: **6686**

**Have questions about your bill?**Visit us at [twc.com/billing](http://twc.com/billing)

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

6810 0106 NO RP 10 04102019 NNYNNNNY 01 021486 0079

**Charge Details**

Previous Balance 484.56  
 Payment Received - Thank You 04/05 -245.44

**Payments received after 04/10/19 will appear on your next bill.****Adjustments**

Directory Assistance Charges	03/13	1.99
Reconnection Fee	04/05	4.99
Late Fee	04/09	8.95
Directory Assistance Charges	04/09	3.98
<b>Adjustments Total</b>		<b>\$19.91</b>

**Past Due Balance - Due Now \$259.03****Service from 04/19/19 through 05/18/19****Bundled Services**

Best Triple Play Plus	179.99
Includes: Starter TV, Standard TV, Variety Pass, DVR Service, The Guide, Enhanced WH-DVR Set-Top Box, Extreme Internet, Home Phone National, HBO, Showtime, Starz, WH-DVR Upgrade, Ultimate 300 Upgrade, Voicemail	
	<b>\$179.99</b>

**Bundled Services Total \$179.99****TV Services**

1 The Guide @ 3.25	3.25
HD Set-Top Box	8.50
	<b>\$11.75</b>

**TV Services Total \$11.75****Internet Services**

Internet Modem Lease	10.00
Home WiFi	0.00
	<b>\$10.00</b>

**Internet Services Total \$10.00****Other Charges**

Broadcast TV Surcharge	11.99
Sports Programming Surcharge	2.70
<b>Other Charges Total</b>	<b>\$14.69</b>

**Taxes, Fees and Charges**

State and Local Sales Tax	12.17
Federal Universal Svc Recovery Fee	1.56
Telecom Relay Surcharge	0.08
Regulatory Cost Recovery Fee	0.43
E911 Surcharge	0.65
<b>Taxes, Fees and Charges Total</b>	<b>\$14.89</b>

**Current Charges Due by 05/01/19 \$231.32****Total Due \$490.35****Messages continued from page 1**

**MOVING SOON? LET US HELP.** Call today to transfer your Spectrum services and we'll have you connected before you're even unpacked. Plus, the Spectrum Online Mover Resource Center can make your move easier with handy tips and more. **Call 1-855-266-8968 or visit [Spectrum.com/easy2move](http://Spectrum.com/easy2move) to get moving.**

**GET YOUR TICKET TO MORE MLB GAMES.** With MLB Extra Innings, you can watch your favorite teams and players all season long with up to 80 out-of-market games every week in crystal-clear HD. Plus, watch every out-of-market game live or on demand on your favorite supported devices with [MLB.TV](http://MLB.TV). Visit [Spectrum.com/Innings](http://Spectrum.com/Innings) or call 1-800-762-1102 to order MLB Extra Innings today!

Local Spectrum Store: 7628 Council Pl, Suite 100, Matthews NC 28105 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm

**Your WAY can be the GREEN way!****GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to [twc.com/gogreen](http://twc.com/gogreen).

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [twc.com/account](http://twc.com/account).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Time Warner Cable. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-855-707-7328**.

Account Number: SUE STARNES  
202-516524014-001  
Security Code: 6686

**Have questions about your bill?**Visit us at [twc.com/billing](http://twc.com/billing)

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

6810 0106 NO RP 10 04102019 NNNNNNNY 01 021486 0079

**Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Authorization to Convert your Check to an Electronic Funds**

**Transfer Debit** - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Broadcast TV Surcharge** - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

**Franchise Administrator** - North Carolina Department of the Secretary of State PO Box 29622 Raleigh NC 27626-0622 Phone: (919) 716-6400

**Cable Complaint Resolution** - If you have a problem with your cable or video programming service, you should FIRST contact customer service at the following telephone number: **1-855-707-7328**. If we are unable to satisfactorily resolve your complaint, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [www.ncdoj.gov/cable](http://www.ncdoj.gov/cable).

**Voice Fees and Charges** - These include charges, to recover or defray government fees imposed on Spectrum, and certain other costs related to Spectrum's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Spectrum must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit [twc.com](http://twc.com).

**Complaint Procedures** - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.



Account Number:  
Security Code:

SUE STARNES  
202-516524014-001  
6686

Have questions about your bill?

Visit us at [twc.com/billing](http://twc.com/billing)

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

6810 0106 NO RP 10 04102019 NNNNNNNY 01 021486 0079

Save money and stay  
connected with  
Spectrum Mobile.



- ▶ **FREE** unlimited nationwide talk and text on the nation's **largest, most reliable LTE network**
- ▶ Same low price for each additional line—plus, you can share your data
- ▶ View and manage your account, data usage, plan rate and support content anywhere you go with **My Spectrum Mobile App**
- ▶ **NO** overages, **NO** hidden fees, **NO** contracts

**NEW SPECTRUM MOBILE**  
DATA PLAN BY THE GIG

**\$14** /GB a month\*

FIRST LINE and EVERY LINE  
**NO CONTRACT • NO DEPOSIT**



**BEST NETWORK**

Enjoy coverage on America's largest, most reliable LTE network.



**BEST DEVICES**

Choose from the latest smartphones from top-selling manufacturers.



**BEST VALUE**

Pay only for the data you use (1 GB at a time).

Limited-time offer! Plus, enjoy Spectrum risk-free with our 30-Day Money-Back Guarantee.<sup>†</sup>

**Call (844) 525-2140 now**

General: Offer good through 5/31/19; subject to change; valid to qualified residential customers who have no outstanding obligations to Charter. Restrictions apply. Services subject to all applicable service terms and conditions. Services not available in all areas. Equipment, taxes and fees (including regulatory recovery fees, surcharges and other applicable charges) extra and subject to change. Pricing is subject to change. Actual speeds vary and aren't guaranteed. Auto-pay required. ‡For Risk-Free, 30-Day Money-Back Guarantee, visit [spectrum.com/guarantee](http://spectrum.com/guarantee). Visit [spectrum.com/policies](http://spectrum.com/policies) for full terms and conditions. \*By the Gig: With the "By the Gig" data option, each By the Gig line will be charged \$14.00 per month in advance for each line of Service. Each line gets one GB per line of sharable data to use among all By the Gig lines on the same account per bill cycle. If the By the Gig lines on the account collectively exceed your initial 1 GB per line data allocation among all of your lines, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. All trademarks are the property of their respective owners. ©2019 Charter Communications.